



Wednesday  
March 10th  
2010



**Don't Forget!!!!  
Your Five a Day**

**Swine flu update** Thank you for bearing with us regarding Swine Flu. We know we have had to ask patients a lot of questions wanting an appointment. These were needed to safeguard you our patients and staff alike. We are working to the Department of Health Guidelines and would like to thank you for your patience and understanding during this time. We have contacted patient's by letter who are eligible for the swine flu vaccination. If you have a chronic medical condition and want the swine flu vaccination, please contact the surgery on 725545

*Do you look after someone*

Please ask at reception for a Carer's form. we will update your records accordingly.

Care with confidence :

Contact Warrington's Carers Centre  
free phone 0800 073 3871

Surgery contact numbers: (01925)

Appointments 725545

General enquiries 725644

Website [www.penkethhealthcentre.co.uk](http://www.penkethhealthcentre.co.uk)

Penketh Health Centre Newsletter

Welcome to our patient newsletter.

We hope to provide you with information and updates of Surgery life.

We hope this will be beneficial to you.

Telephone System

We are aware that patients do encounter difficulties with our telephone system. We are currently looking at ways to resolve this and will keep you informed of any changes which may be made in the future



CAR PARK

Can we please ask you to be respectful of other patients when parking in our car park. We are very lucky to have a car park attached to the surgery. Most town centre surgeries do not. The car park is for those using the surgery and we would ask you to move your car when you have been dealt with. Can you also please be aware when parking that we need access for emergency ambulances. The duty doctor also needs to be able to get out to attend any emergency visits



Good News!!!!

Internet Appointments are available again.

If you would like to register for this service see your receptionist



**We welcome your comments good or bad, this helps us to**

**provide the correct service you require. We can not however reply to any comments are left anonymously.**

**If you would like to write a comment please post it in the box**



If you would like to speak confidentially to a member of staff please feel free to ask for a private area away from the hustle and bustle of the front desk. Your receptionist will only be to happy to oblige





Some staff are taking part in the  
 Sport Relief Mile  
 on  
 Sunday 21 March 2010  
 at Wade Deacon School in Widnes.  
 If you would like to contribute and sponsor  
 your receptionists, doctors & nurses.  
 Please ask for details at the Front Desk

 Kelly one of our receptionists  
 has left us for 12 months on  
 maternity leave. We would like  
 to wish her and husband Chris all the best and  
 look forward to meeting their new addition to  
 their family.

**RADIO**  
 We have introduced a radio in the wait-  
 ing room to help provide background  
 noise to aid confidentiality for you our  
 patients.  
 We hope this brings some ambience to  
 our waiting room for you

**NONE NHS WORK**  
 None NHS works i.e. claim  
 forms incurs a fee for the GP to  
 carry out the work. This type of  
 work can take up to 14 days for  
 your GP to complete. This is not  
 done in NHS surgery time, but in  
 the GP's own time.

**Envisage Calling System**  
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 If you have visited the surgery recently, you  
 will have noticed the new calling system.  
 After some initial teething problems the new  
 system is working well. Please look out for  
 the information messages on screen. These  
 will cover general health news and other  
 information to assist you in making the best  
 use of our services.

**BANK HOLIDAY'S**  
 Don't forget to order your  
 prescriptions for the  
 Easter Holidays.  
 We will close  
 Thursday 1 April 2010 at 6.00  
 and re-open  
 Tuesday 6 April 2010 at 8.00



Please inform us of  
 any changes to your  
 contact details  
 Home telephone  
 no  
 Mobile number  
 Email address